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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
McIlwaine et al. ) Examiner: Benny Quoc Tieu  
Serial No.: 10/785,543 ) Art Unit: 2642  
Filed: February 24, 2004 )  
For: Method and System for Delivery )  
of Individualized Training to )  
Call Center Agents )

**INFORMATION DISCLOSURE STATEMENT**

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Commissioner for Patents  
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Alexandria, VA 22313-1450

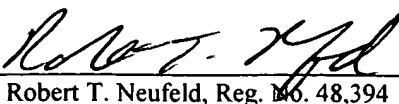
Sir:

Applicants cite the information on the attached Form PTO-1449, "List of Information Disclosed by Applicant," pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98.

Pursuant to 37 C.F.R. § 1.98(d), Applicants have not enclosed a copy of any patent, publication, or other information previously cited by or submitted to the U.S. Patent Office in U.S. Patent Application No. 10/198,019 filed July 18, 2002, U.S. Patent No. 6,459,787 filed September 10, 2001, or U.S. Patent No. 6,324,282 filed March 2, 2000, upon which the above-identified application relies for an earlier filing date under 35 U.S.C. § 120. Accordingly, Applicants have provided a copy of only U.S. Patent No. 6,628,777.

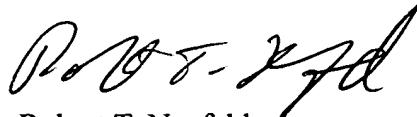
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on May 11, 2004.

  
Robert T. Neufeld, Reg. No. 48,394

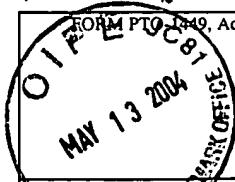
The citation of this information does not constitute an admission that any of the materials are available as a reference or of priority, or a waiver of any right applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,



Robert T. Neufeld  
Reg. No. 48,394

King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105018 US CON  
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## LIST OF INFORMATION DISCLOSED BY APPLICANT

*(Use several sheets if necessary)*

ATTY. DOCKET NO. 07117-0014-001	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
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APPLICANT McIlwaine et al.	GROUP 2642
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EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
AD	4,776,016	10/4/1988	Per K. Hansen			11/21/1985
AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
AH	5,110,329	5/5/1992	Helmut Pieper			6/20/1990
AI	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
AJ	5,309,505	5/3/1994	Szlam et al.			5/20/1991
AK	5,310,349	5/10/1994	Daniels et al.			4/30/1992
AL	5,311,422	5/10/1994	Loftin et al.			6/28/1990
AM	5,384,841	1/24/1995	Adams et al.			10/27/1993
AN	5,416,694	5/16/1995	Parrish et al.			2/28/1994
AO	5,469,491	11/21/1995	Morley, Jr. et al.			2/2/1994
AP	5,511,112	4/23/1996	Aleksander Szlam			4/29/1994
AQ	5,533,115	7/2/1996	Hollenbach et al.			11/4/1994
AR	5,535,256	7/9/1996	Maloney et al.			5/3/1995
AS	5,583,965	12/10/1996	Douma et al.			9/12/1994

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BA	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
BB	5,594,791	1/14/1997	Szlam et al.			10/5/1994
BC	5,597,312	1/28/1997	Bloom et al.			5/4/1994
BD	5,633,924	5/27/1997	Kaish et al.			12/11/1995
BE	5,659,768	8/19/1997	Forbes et al.			5/12/1995
BF	5,675,637	10/7/1997	Szlam et al.			5/16/1995
BG	5,696,811	12/9/1997	Maloney et al.			6/20/1996
BH	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
BI	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
BJ	5,727,950	3/17/1998	Cook et al.			5/22/1996
BK	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
BL	5,745,109	4/28/1998	Nakano et al.			6/17/1996
BM	5,757,644	5/26/1998	Jorgensen et al.			7/25/1996
BN	5,790,798	8/4/1998	Beckett, II et al.			5/31/1996
BO	5,818,907	10/6/1998	Maloney et al.			8/4/1997
BP	5,825,869	10/20/1998	Brooks et al.			4/23/1996
BQ	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
BR	5,833,468	11/10/1998	Guy et al.			1/24/1996
BS	5,861,881	1/19/1999	Freeman et al.			2/8/1996

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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	CA	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
	CB	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
	CC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
	CD	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
	CE	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
	CF	5,937,037	8/10/1999	Kamel et al.			1/28/1998
	CG	5,943,416	8/24/1999	Doug Gisby			2/17/1998
	CH	5,946,375	8/31/1999	Pattison et al.			5/12/1997
	CI	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
	CJ	5,947,747	9/7/1999	Walker et al.			5/9/1996
	CK	5,957,659	9/28/1999	Amou et al.			6/5/1997
	CL	5,963,635	10/5/1999	Szlam et al.			12/12/1996
	CM	5,971,271	10/26/1999	Wynn et al.			6/24/1997
	CN	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
	CO	6,014,134	1/11/2000	Bell et al.			8/23/1996
	CP	6,038,544	3/14/2000	Machin et al.			2/26/1998
	CQ	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
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	CS	6,044,368	3/28/2000	James Karl Powers			4/30/1998

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EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
DA	6,052,460	4/18/2000	Fisher et al.			12/17/1997
DB	6,058,163	5/2/2000	Pattison et al.			5/12/1997
DC	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
DD	6,067,538	5/23/2000	Zorba et al.			12/22/1998
DE	6,070,142	5/30/2000	McDonough et al.			4/17/1998
DF	6,073,127	6/6/2000	Lannert et al.			12/22/1998
DG	6,078,894	6/20/2000	Clawson et al.			3/28/1997
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DI	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
DJ	6,118,865	9/12/2000	Doug Gisby			8/24/1999
DK	6,118,973	9/12/2000	Ho et al.			2/22/1999
DL	6,119,097	9/12/2000	David Ibarra			11/26/1997
DM	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
DN	6,134,539	10/17/2000	O'Connor et al.			12/22/1998
DO	6,141,528	10/31/2000	Ronald Remschel			9/23/1997
DP	6,144,971	11/7/2000	Sunderman et al.			1/25/1999
DQ	6,146,148	11/14/2000	John J. Stuppy			3/25/1999
DR	6,149,441	11/21/2000	Pellegrino et al.			11/6/1998
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EA	6,163,607	12/19/2000	Bogart et al.			11/3/1998
EB	6,170,014 B1	1/2/2001	Darago et al.			3/18/1999
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ED	6,192,122 B1	2/20/2001	Flockhart et al.			2/12/1998
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EG	6,215,865 B1	4/10/2001	David T. McCalmont			10/13/1998
EH	6,263,049 B1	7/17/2001	Rodney Kuhn			9/25/1997
EI	6,275,812 B1	8/14/2001	Haq et al.			12/8/1998
EJ	6,278,978 B1	8/21/2001	Andre et al.			4/7/1998
EK	6,289,340 B1	9/11/2001	Puram et al.			8/3/1999
EL	6,301,573 B1	10/9/2001	McIlwaine et al.			1/2/1998
EM	6,324,282 B1	11/27/2001	McIlwaine et al.			3/2/2000
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EO	6,371,765 B1	4/16/2002	Wall et al.			11/9/1999
EP	6,408,066 B1	6/18/2002	Andruska et al.			12/15/1999
EQ	6,453,038 B1	9/17/2002	McFarlane et al.			6/1/2000
ER	6,459,787 B2	10/1/2002	McIlwaine et al.			9/10/2001
ES	6,510,221 B1	1/21/2003	Fisher et al.			12/6/1999

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FA	6,535,600 B1	3/18/2003	Fisher et al.			12/6/1999
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FC	6,559,867 B1	5/6/2003	Kotick et al.			11/24/1999
FD	6,628,777 B1	9/30/2003	McIlwaine et al.			11/16/1999
FE	2003/0033184 A1	2/13/2003	Benbassat et al.			6/10/2002

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					YES      NO
FF	WO 98/22864	5/28/1998	PCT	Mann et al.	

### OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

FG	<i>ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287</i>				
FH	<i>Armstrong, Electronic Mail Order for Distance Learning; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997</i>				
FI	<i>Call Center E-Journal; Telvista Integrates eLearning and Quality Monitoring; August 2001; pp. 8 – 12</i>				
FJ	<i>Click2learn; Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings; Press Release; June 4, 2001</i>				
FK	<i>Click2learn; Aspen: The Next-Generation e-Learning Platform; (2001)</i>				
FL	<i>Curilem et al.; Considerations for the Design of a Tutoring System Applied to Diabetes; Proceedings of the 22<sup>nd</sup> Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814</i>				
FM	<i>Cybulski et al.; Teaching Systems Analysis and Design Using Multimedia and Patterns; IEEE; 2000; pp. 113-122</i>				
FN	<i>Envision Telephony; Click2Coach; (2001)</i>				
FO	<i>Envision Telephony; What Makes Your Contact Center Agents Truly Effective; (2001)</i>				
FP	<i>Fletcher, Scotty; Companies turn to the Virtual Classroom; dbusiness.com; May 25, 2000</i>				
FQ	<i>Granić et al.; User Interface Aspects of an Intelligent Tutoring System; 22<sup>nd</sup> Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164</i>				

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GA	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012
GB	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
GC	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001
GD	Syntora.com; <i>Syntora Agentivity</i> ; (2003); 14 pages
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